



## Important Information About Filing Claims

### Dental Claims

- All dental claims must be submitted to Anthem. Even if your dentist is **not** an Anthem provider, claims must still be submitted to Anthem.
- If **YOU** are submitting the claim: All dental claims must be mailed to Anthem via postal mail only (the mailing address can be found on the claim form). Please note that Anthem will not accept any claims sent electronically by teachers.
- If **YOUR** dentist is submitting the claim: Anthem **will** accept electronic filing from dentists only. **Your dentist, whether they are an Anthem Provider or not, can submit your claim to Anthem electronically.**
- Line 15 on the dental claim form says: **Policyholder/Subscriber ID (SSN or ID#)**. **Please Do Not** put your social security number in this box or anywhere else on the form **or it will not be processed**. Please fill this box in with **your Member ID Number** found on your dental benefit card.

15. Policyholder/Subscriber ID (SSN or ID#)
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- If you submit a **Dental Claim** and you or your dentist does not receive reimbursement within 3 weeks, please call (866)989-8997. This number can be found on the back of your dental benefit card.
- If you are having major dental work completed (\$500 or more), a pre-determination estimate must be submitted to Anthem **before** you have the work completed. Typically, dentists will submit the pre-determination form.

## **Vision Claims**

- Vision Claims can be submitted electronically to The Preferred Group by teachers. Directions on how to file electronically to The Preferred Group can be found on the claim forms.

## **Secondary Dental and Vision Benefit Claims**

- Secondary Dental and Vision Benefit Claims can be submitted electronically to The Preferred Group by teachers. Directions on how to file electronically to The Preferred Group can be found on the claim forms.

## **Changes to your Personal Information: Marriage Status, Name Change, Adding/Removing Dependents**

- Please update The SFA Trust Fund about any changes to your personal information. Please contact Alison Genez at [agenez@somersschools.org](mailto:agenez@somersschools.org) with any changes.

If you have additional questions or concerns about a claim, please reach out to a Trust Fund Committee Member in your building:

<b>PRIMROSE</b>	<b>Alison Genez</b>
<b>SIS</b>	<b>Liz Stewart</b>
<b>SMS</b>	<b>Catherine Jelinek - Monica Manko</b>
<b>SHS</b>	<b>Laura Vegliante - Joan Cass</b>